

bryant

Model 398AAZ & 399AAZ Condensing Furnaces

day &
night

Payne

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USER'S INFORMATION MANUAL FOR THE OPERATION AND MAINTENANCE OF YOUR NEW GAS-FIRED FURNACE

FOR YOUR SAFETY

What to do if you smell gas:

1. Do not try to light any appliance.
2. Do not touch any electrical switch.
3. Do not use any phone in your building. Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
4. If you cannot reach your gas supplier, call the fire department.

FOR YOUR SAFETY

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other gas appliance.

WARNING: Improper installation, adjustment, alteration, service, maintenance, or use can cause carbon monoxide poisoning, explosion, fire, electrical shock, or other conditions which could result in personal injury, property damage, or death. Consult a qualified installer, service agency, or your local gas supplier for information or assistance.

NOTE TO INSTALLER:
This manual must be left with the equipment user.

THE ULTIMATE HEATING MACHINE

WELCOME TO A NEW GENERATION OF COMFORT

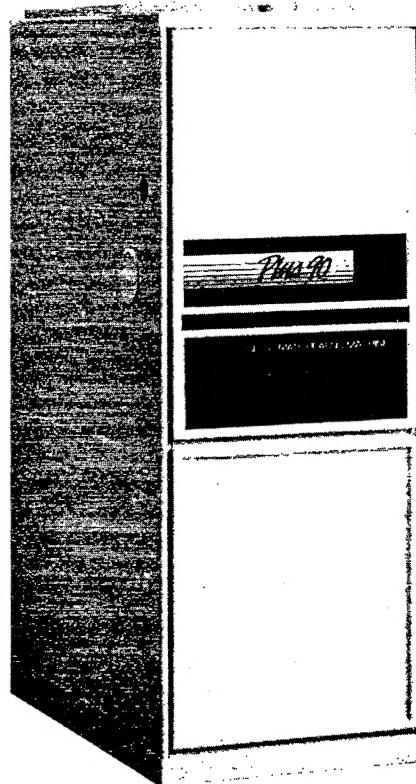
Congratulations! In light of rising energy costs, the Plus 90™ deluxe gas-fired, condensing furnace is one of the soundest investments today's homeowner can make.

Your new Plus 90 is truly a triumph of technology in home heating. A revolutionary design employs two heat exchangers to "squeeze" out the maximum amount of heat from the fuel consumed. In fact, your new furnace is so efficient, over 90%* of the heat generated during combustion is captured and delivered inside your home. That's more than a 33%* increase in heating efficiency over conventional furnaces.

The Plus 90 is not only one of the most energy-efficient furnaces you can buy today, it is also one of the safest and most dependable. We are proud of the technological advances incorporated into the design of the Plus 90. With only minimal care, your new furnace will deliver many years of money-saving home comfort and enjoyment. Spend just a few minutes with this manual to learn the operation of your new furnace and the small amount of maintenance it takes to help keep it operating at peak efficiency year after year.

NOTE: Model 399AAZ is not design certified in Canada.

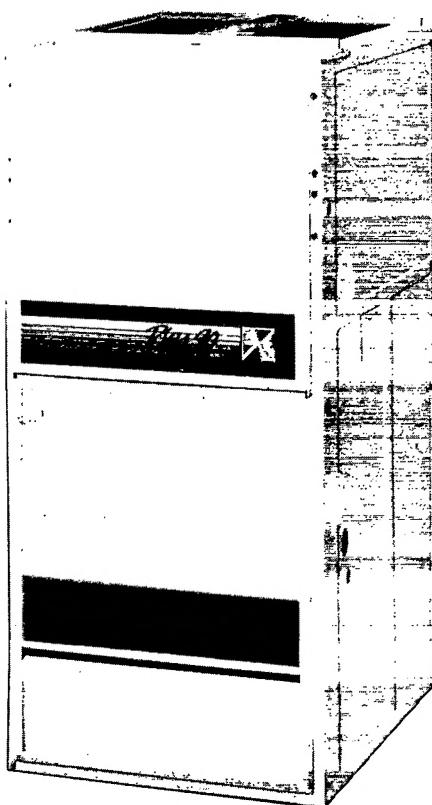
*The output capacity and any representations of efficiency for this furnace are based on standard Department of Energy test procedures.



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**MODEL 398AAZ
UPFLOW FURNACE**



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**MODEL 399AAZ
DOWNGLOW FURNACE**

For your convenience, record the product and serial numbers of your new furnace on the form below. Should you ever require service, you will have ready access to the information needed by the service representative.

FURNACE IDENTIFICATION

Product No. _____

Serial No. _____

Date Installed _____

Dealer Name _____

Address _____

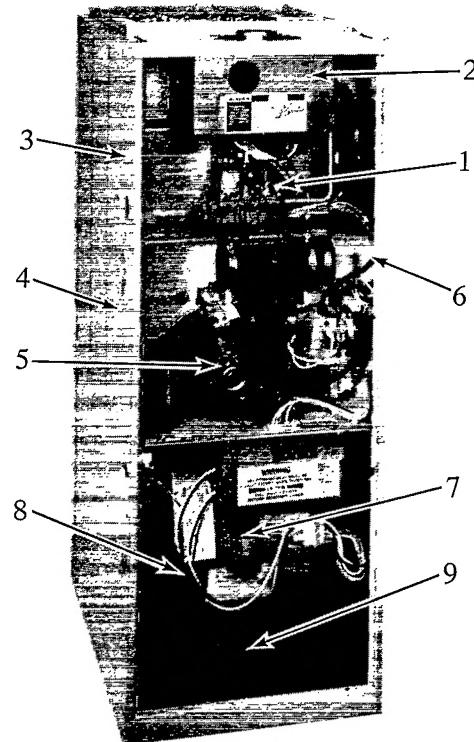
City _____

State _____ Zip _____

Telephone _____

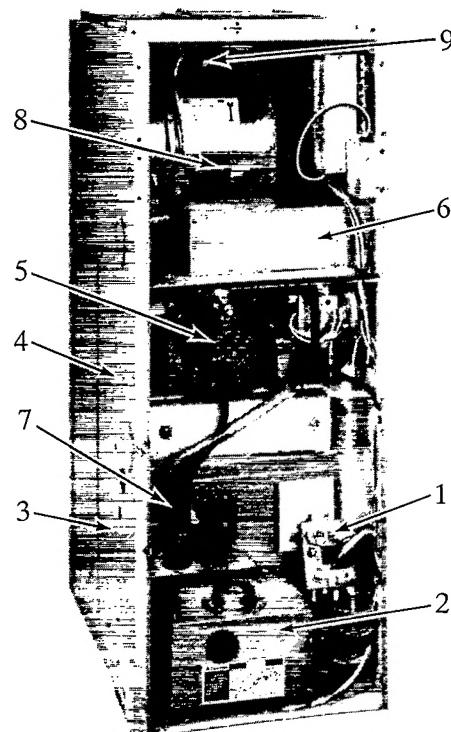
UPFLOW FURNACE COMPONENTS

- 1** Gas valve. Safe, efficient. Features two separate gas shut-off valves.
- 2** Burner assembly. Operates with energy-saving pilot, inshot burners, and spark igniter for dependable heating.
- 3** Primary serpentine heat exchanger (inside). Stretches fuel dollars with the S-shaped heat flow design. Solid construction of corrosion-resistant aluminized steel means reliability.
- 4** Secondary condensing heat exchanger (inside). Wrings out more heat through condensation. Engineered of polypropylene-laminated steel to ensure durability.
- 5** Inducer motor. Pulls hot flue gases through the heat exchangers, maintaining negative pressure for added safety.
- 6** Vent outlet. Uses PVC pipe to carry vent gases from the home.
- 7** Condensate drain trap. Collects moisture condensed from burned gases for disposal into home drain system.
- 8** Heavy-duty blower. Circulates air upwards, scrubbing the heat exchangers to speed condensation and transfer extra heat into the home.
- 9** Air filter and retainer spring.



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DOWNFLOW FURNACE COMPONENTS



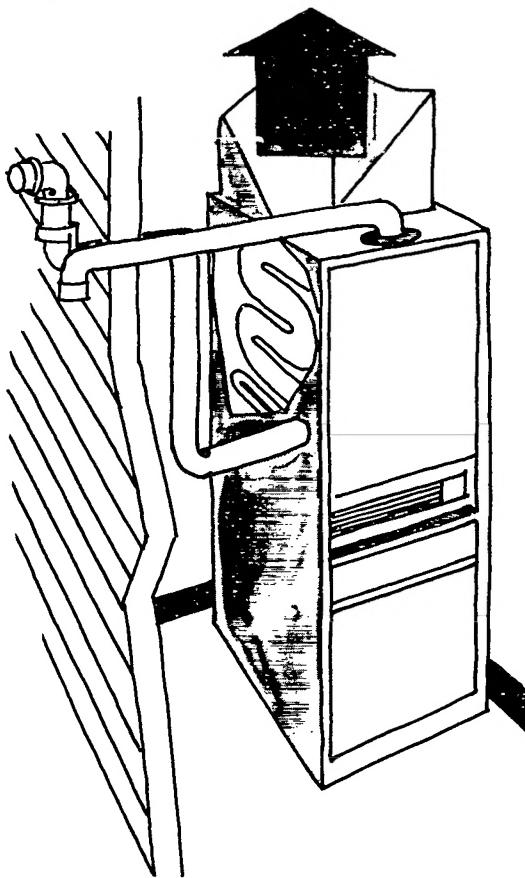
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NOTE: See Figure 28 for filter location.

NOTE: Not design certified in Canada.

IMPORTANT FACTS

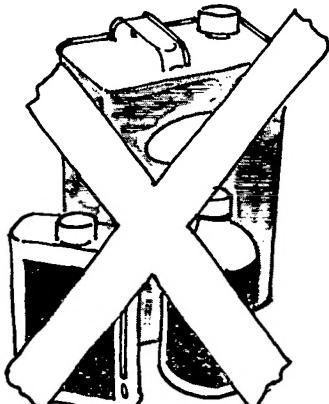
Your gas furnace uses air from **outside the home** for combustion and venting. It is not to be installed using in-house air. Therefore, both pipes must terminate outside the structure.



To minimize the possibility of serious personal injury, fire, damage to your furnace, or improper operation; **carefully follow these safety rules:**

- Keep the area around your furnace free of combustible materials, gasoline, and other flammable liquids and vapors.
- Do not cover the furnace, store trash or debris near it, or in any way block the flow of fresh air to the unit.
- A furnace installed in an attic or other insulated space must be kept free and clear of insulating material. Examine the furnace area when installing the furnace or adding more insulation. Some materials may be combustible.

NOTE: Do not use this furnace if any part has been under water. Immediately call a qualified service technician to inspect the furnace and to replace any part of the control system and any gas control which has been under water.



NOTE: The qualified installer or agency must use only factory-authorized replacement parts, kits, and accessories when modifying this product.

This furnace contains **SAFETY DEVICES** which must be **MANUALLY RESET**. If the furnace is left unattended for an extended period of time, have it checked periodically for proper operation. This precaution will prevent problems associated with **NO HEAT**, such as frozen water pipes, etc., See Section Before You Request a "Service Call" in this manual.

SAFETY CONSIDERATIONS

Installation and servicing of heating equipment can be hazardous due to gas and electrical components. Only trained and qualified personnel should install, repair, or service heating equipment.

Untrained personnel can perform basic maintenance functions such as cleaning and replacing air filters. All other operations must be performed by trained service personnel. Observe safety precautions in this manual, on tags, and labels attached to the furnace and other safety precautions that may apply.

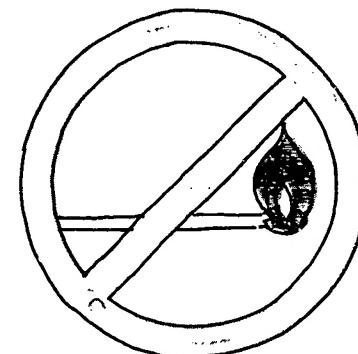
Recognize safety information: This is the safety-alert symbol Δ . When you see this symbol on the furnace and in instructions or manuals, be alert to the potential for personal injury.

Understand the signal word—**DANGER**, **WARNING**, or **CAUTION**. These words are used with the safety-alert symbol. **DANGER** identifies the most serious hazards which will result in severe personal injury or death. **WARNING** signifies hazards that **could** result in personal injury or death. **CAUTION** is used to identify unsafe practices, which would result in minor personal injury or product and property damage.

STARTING YOUR FURNACE

Instead of a continuously burning pilot flame which wastes valuable energy, your furnace uses an automatic intermittent ignition system to light the pilot each time the thermostat turns your furnace on. **Follow these important safeguards:**

- Never attempt to manually light the pilot with a match or other source of flame.



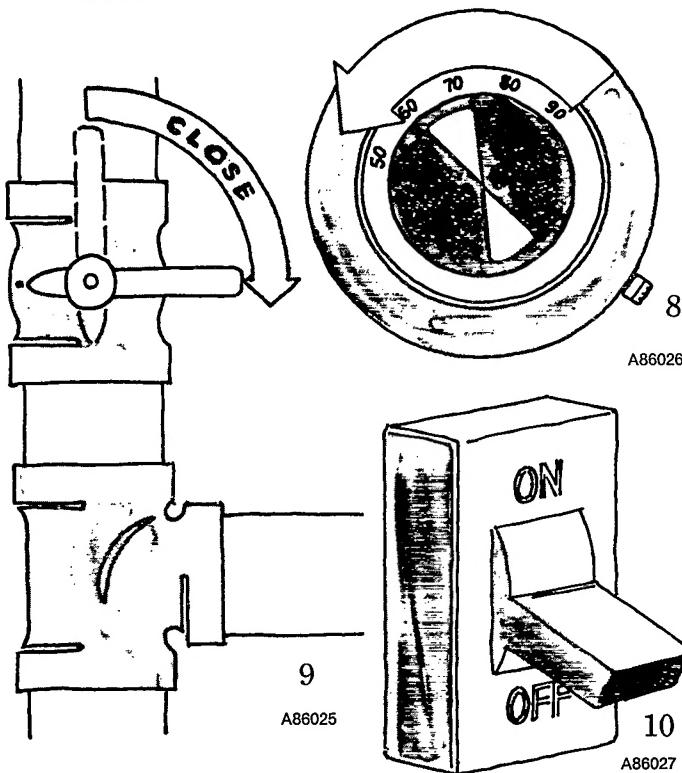
- Read and follow the operating instructions on the furnace.
- If a suspected malfunction occurs with your gas control system, such as the pilot does not light when it should, refer to the shutdown procedures on the furnace or in the next section to turn off your system, then call your dealer as soon as possible.

WARNING: Should overheating occur, or the gas valve fail to shut off the gas supply, turn off the manual gas valve (See Figure 9) to the furnace BEFORE turning off the electrical supply. A failure to follow this warning could result in a fire or explosion, and personal injury or death.

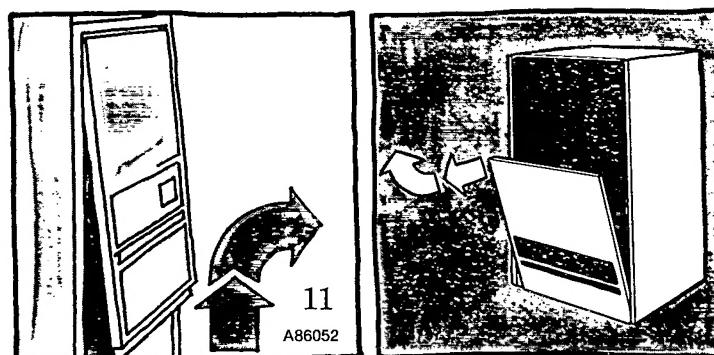
- **CHECK AIR FILTER:** Before attempting to start your furnace, be sure the furnace filter is clean and in place. (See the maintenance section of this manual.) Then proceed as follows:

STEPS FOR STARTING YOUR FURNACE

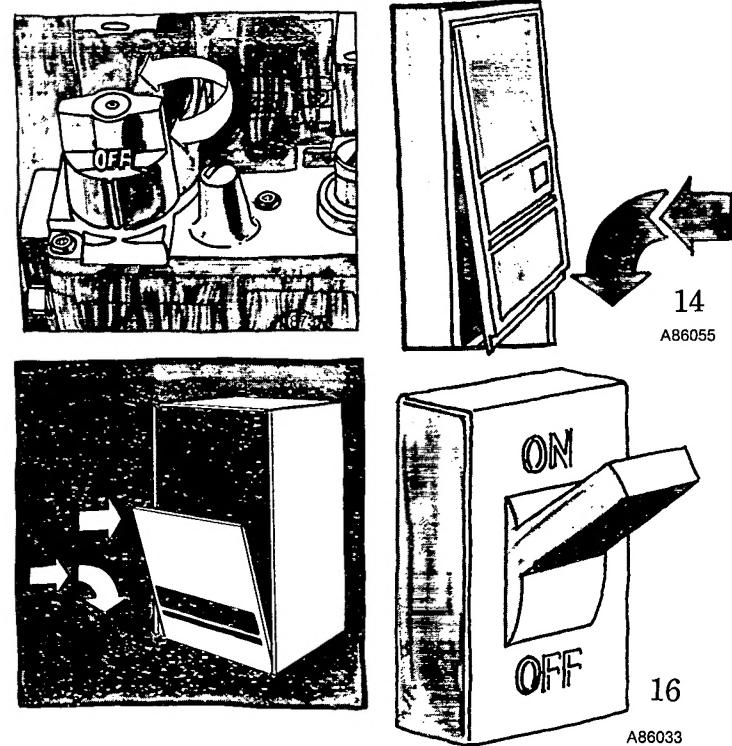
1. Set your room thermostat to the lowest temperature setting. See Figure 8.
2. Close the external manual gas valve. See Figure 9.
3. Turn OFF the electrical supply to the furnace. See Figure 10.



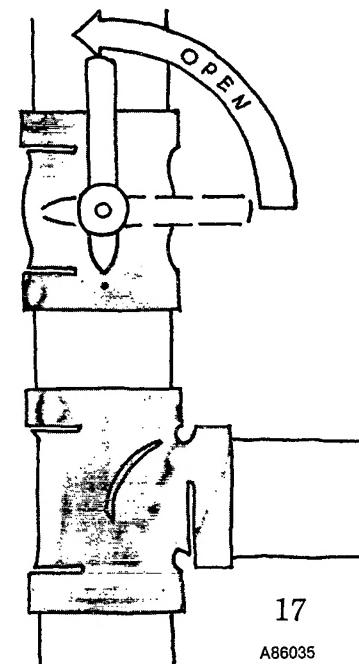
4. Remove the furnace access door(s).
 - a. Upflow—remove control door. See Figure 11.
 - b. Downflow—Remove blower door first, then remove the control door. See Figure 12.



5. Turn the control knob on the gas valve to the OFF position and wait 5 minutes. See Figure 13.
6. After waiting 5 minutes, turn the control knob on the gas valve to the ON position. See Figure 13.



7. Replace the access door(s). See Figure 14 for upflow and Figure 15 for downflow. Replace control door first on downflow furnaces. Then replace blower door.
8. Turn ON the electrical supply to the furnace. See Figure 16.
9. Open the external manual gas valve. See Figure 17.
10. Set the room thermostat temperature selector slightly above room temperature to start your furnace. After the inducer operates for 8-21 seconds to purge the system, the pilot ignition system begins sparking and the pilot flame lights. After a 40- to 70-second time-delay takes place while the system is automatically verifying that a pilot flame has been established, the gas valve permits gas to flow to the burners. After another built-in time-delay of approximately 60 seconds, your furnace blower starts. Now set the temperature selector to your personal comfort setting.



IF THE PILOT FAILS TO LIGHT within 5 minutes, the system will lockout. If lockout occurs, the main burners fail to light, or the blower fails to come on—shut down your furnace. See “How to Shut Down Your Furnace” section and call your dealer for service.

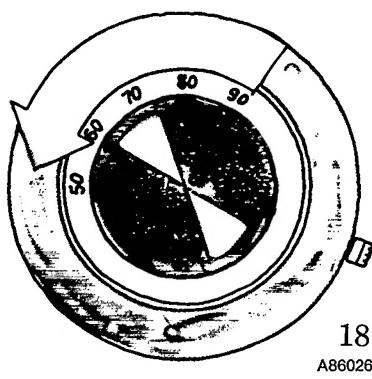
When the room temperature drops below the temperature you have set, the thermostat will switch the furnace on again. The thermostat automatically turns the furnace off when the indoor temperature reaches the desired level.

Some thermostats have a FAN switch with two selections available: AUTO or ON. When set on AUTO, the furnace blower cycles on and off with the thermostat. In the ON position, the furnace blower runs continuously, regardless of whether the furnace is operating or not. Operating the furnace blower continuously keeps the temperature level more balanced throughout your home and constantly filters indoor air.

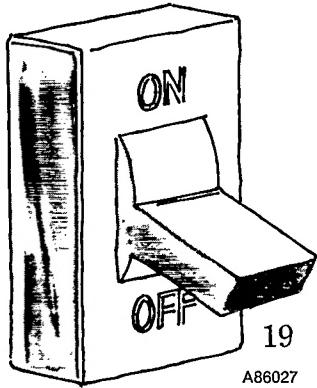
SHUTTING DOWN YOUR FURNACE

Should you ever suspect a malfunction in your furnace, you will need to turn the furnace off. The following procedures must be followed:

1. Set your room thermostat to the lowest temperature setting. See Figure 18.
2. Close the external manual gas valve. See Figure 9 on page 5.
3. Turn OFF the electrical power to your furnace. See Figure 19.

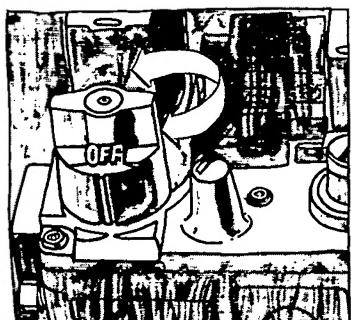


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4. Remove the control access door on your furnace. See Figure 11 or 12.
5. Turn the control knob on the gas valve to the OFF position. See Figure 20.
6. Replace the control access door. See Figure 14 or 15.



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7. If the furnace is being shut down because of a malfunction, call your dealer as soon as possible.

CAUTION: Furnace is not to be installed, operated, and then turned off and left turned off in an unoccupied structure during winter. (See winterizing procedures in maintenance section.)

PERFORMING ROUTINE MAINTENANCE

With routine maintenance and care, your furnace will operate economically and reliably.

WARNING: Any maintenance other than filters, must be performed by a qualified serviceperson. However, before performing any service on your furnace, consider the following:

1. TURN OFF THE ELECTRICAL POWER SUPPLY TO YOUR FURNACE BEFORE REMOVING ACCESS DOORS TO SERVICE OR PERFORM MAINTENANCE.
2. ALTHOUGH SPECIAL CARE HAS BEEN TAKEN TO MINIMIZE SHARP EDGES, BE EXTREMELY CAREFUL WHEN HANDLING PARTS OR REACHING INTO FURNACE.

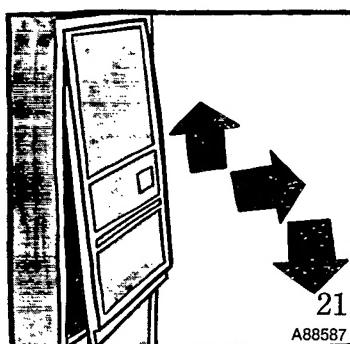
FILTERING OUT TROUBLE

A dirty filter will cause excessive stress on the furnace blower motor and can cause it to overheat and automatically shut down. The furnace filter should be checked every 3 or 4 weeks and cleaned if necessary.

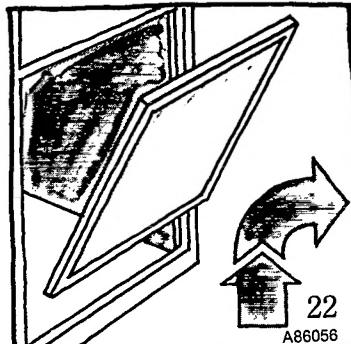
The air filter for upflow furnaces is normally located in the blower compartment. See Figure 3. Filters for the downflow furnaces are normally located in the return air plenum above the blower. If the filters have been installed in another location, contact your dealer for instructions. To inspect, clean and/or replace the air filter(s), follow these steps:

• UPFLOW FURNACES ONLY:

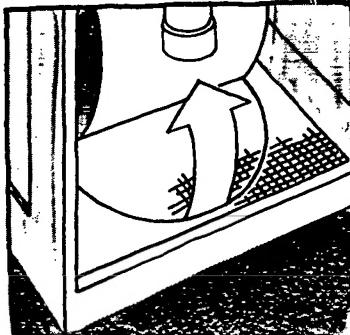
1. Turn OFF the electrical supply to the furnace. See Figure 19.
2. Remove control and blower access doors. See Figures 21 and 22.
3. Push filter retainer toward the back of the furnace until it clears the flange on the furnace casing. See Figure 23.
4. Gently remove the filter and carefully turn the dirty side up (if dirty) to avoid “spilling” dirt from the filter. See Figure 24.



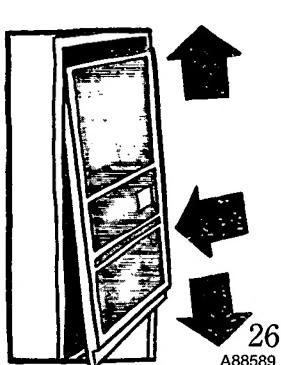
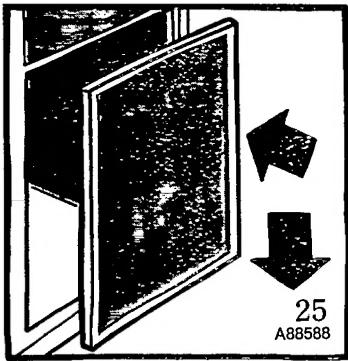
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5. Inspect the filter. If torn, replace the filter.
6. Wash the filter (if dirty) in a sink, bathtub, or outside with a garden hose. Always use cold tap water. A mild liquid detergent may be used if necessary. Spray water through the filter in the opposite direction of airflow (through the cross-mesh binding side). Allow filter to dry.
7. Reinstall the clean filter with the cross-mesh binding side facing the furnace blower.
8. Push filter retainer toward back of the furnace until it will go behind the flange on the furnace casing.
9. Replace blower and control access doors (See Figures 25 and 26) and turn ON electrical power to your furnace.



If your furnace filter needs replacing, be sure to use the same size and type of filter that was originally supplied. Use the Furnace Filter Table and compare your furnace size with the proper filter size.

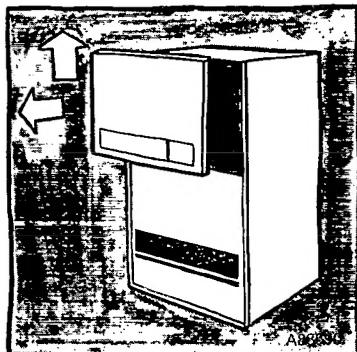
UPFLOW FURNACE FILTER TABLE

UPFLOW FURNACE CASING WIDTH	FILTER SIZE (INCHES)	FILTER TYPE
17-1/2	(1) 15-7/8 x 27-3/4 x 1	Cleanable
21	(1) 19-1/2 x 27-3/4 x 1	Cleanable
24-1/2	(1) 22-7/8 x 27-3/4 x 1	Cleanable

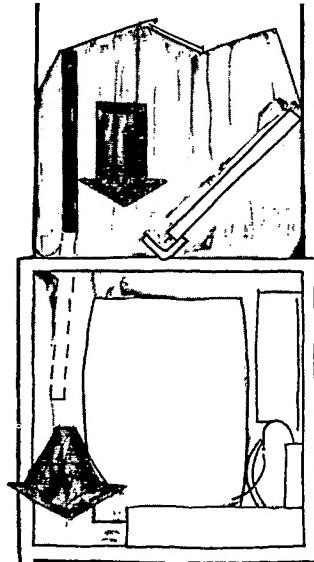
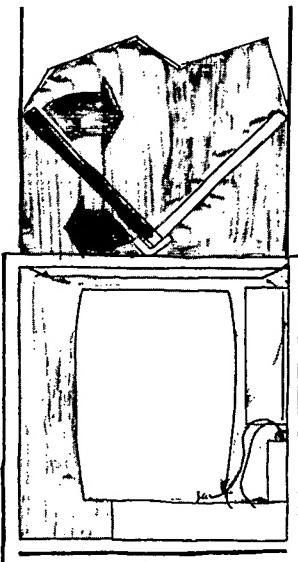
CAUTION: NEVER OPERATE YOUR FURNACE WITHOUT A FILTER IN PLACE. Doing so may damage the furnace blower motor. An accumulation of dust and lint on internal parts of your furnace can cause a loss of efficiency.

- DOWNFLOW FURNACES ONLY: Two filters are located in the return-air plenum above the blower (above line-of-sight) attached to the top of the furnace. See Figure 28.

1. Turn OFF electrical supply to the furnace. See Figure 19.
2. Remove blower access door. See Figure 27.



3. Remove the left side filter by tipping the filter toward the center — raise it from the V-shaped channel in which it rests. See Figures 28 and 29.



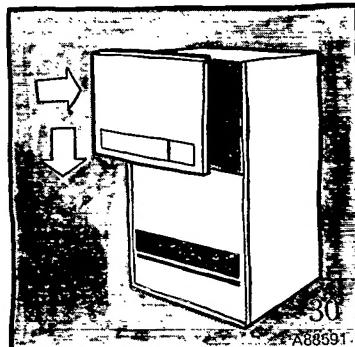
DOWNFLOW FURNACE FILTER TABLE

DOWNFLOW FURNACE CASING WIDTH	FILTER SIZE (INCHES)	FILTER TYPE
All	(2) 16 x 20 x 1	Cleanable

4. Lower filter down along side of the blower and remove from the furnace.
5. To remove the second floor, lift from V-shaped channel and remove same way as left side filter.
6. Inspect the filters. If torn, replace the filter.
7. Wash the filters (if dirty) in a sink, bathtub, or outside with a garden hose. Always use cold tap water. A mild liquid detergent may be used if necessary. Spray water through the filter in the opposite direction of airflow through the cross-mesh binding side. Allow filter to dry.
8. Reinstall clean filters with the cross-mesh binding side facing the furnace blower.
9. Replace blower door (See Figure 30) and turn ON electrical power to your furnace.

CAUTION: NEVER OPERATE YOUR FURNACE WITHOUT A FILTER IN PLACE.

Doing so may damage the furnace blower motor. An accumulation of dust and lint on internal parts of your furnace can cause a loss of efficiency.



COMBUSTION AREA AND VENT SYSTEM

Visually inspect the combustion area and vent system before each heating season. Make sure that all PVC pipes leading into the combustion area and vent are free from any cracks and sags. Also check the combustion air intake and vent pipes on the outside of your home for blockage.

When dirt, soot or rust is allowed to build up, your furnace can suffer a loss of efficiency and perform improperly. Accumulations on the main burners can result in the burners firing out of normal sequence. This delayed ignition will create an alarmingly loud sound.

CAUTION: If your furnace makes an especially loud noise when the main burners light, shut down your furnace and call your dealer.

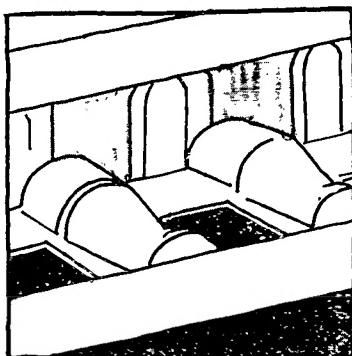
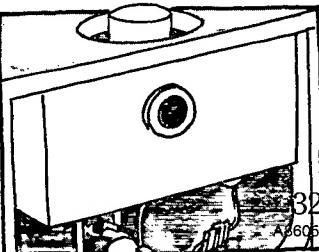
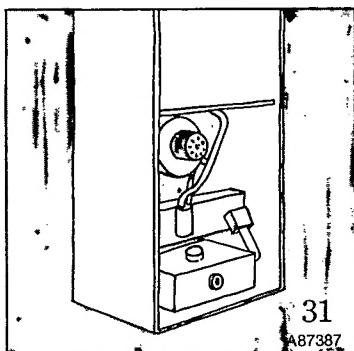
To inspect the combustion area and vent system, you will need a flashlight. Then, referring to Figure 3 or 4, proceed as follows:

1. Turn OFF the electrical supply to your furnace and remove the access doors. See Figures 10 and 11 or 12.
2. Remove burner enclosure front. See Figure 31 or 32.

Inspect the gas burners and pilot areas for dirt, rust, or scale. See Figure 33. Then inspect the vent outlet area and vent pipe.

CAUTION: If dirt, rust, soot, or scale accumulations are found, call your dealer.

DO NOT OPERATE YOUR FURNACE.



3. Inspect the vent pipe for sag, holes, cracks, or disconnection.

DANGER: If holes are found in the vent pipe, or if it has become disconnected, toxic fumes can escape into your home. **DO NOT OPERATE YOUR FURNACE.** Call your dealer for service.

4. Reinstall the burner enclosure front.
5. If your furnace is free of the above conditions, replace the access door and restore electrical power to your furnace. See Figure 14 or 15, and 16.

6. Start your furnace and observe its operation. Watch the burner flames to see if they are bright blue. If you observe a suspected malfunction, or that the burner flames are not bright blue, call your dealer.

7. If your furnace is operating properly, reinstall the control access door.

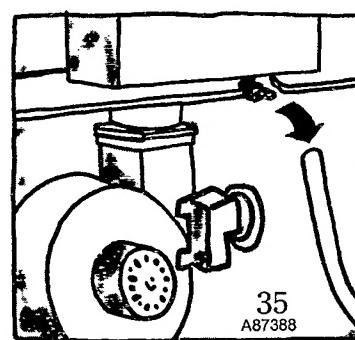
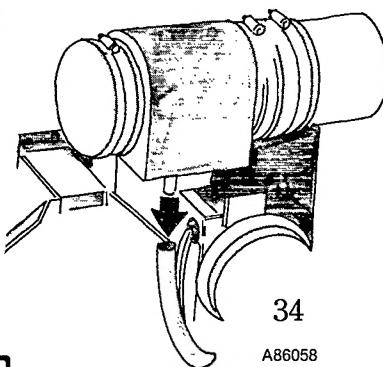
NOTE: If oil ports are provided, refer to the unit Service and Maintenance Instructions for blower motor oiling information. The motor must be oiled by a qualified service technician.

HEATING SOUTH FOR THE WINTER?

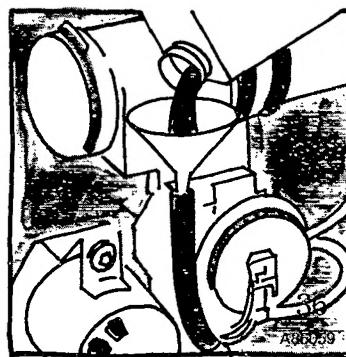
DON'T FORGET YOUR FURNACE!

Since the furnace uses a condensing heat exchanger, some water will accumulate in the unit as a result of the heat transfer process. Therefore, once it has been operated, it cannot be turned off and left off for an extended period of time when temperatures will reach 32°F or lower, unless winterized. Follow these procedures to winterize your furnace:

1. Mix a solution of equal amounts of ethylene glycol (Prestone II antifreeze coolant or equivalent) and water.
2. Turn OFF electrical supply to furnace. See Figure 10.
3. Remove control access panel. See Figure 11 or 12.
4. Disconnect drain tube from bottom of inducer vent outlet. See Figure 34 or 35.



5. Insert funnel in drain tube and pour antifreeze/water solution into furnace until it is visible at point where condensate enters open drain. See Figure 36.



6. Reconnect drain tube to vent outlet.
7. Replace control access panel. See Figure 14 or 15.

A CHECKUP CHECKLIST

Your furnace represents an important investment in your family's comfort and your home's value. To keep it in tip-top shape and as a preventative to future problems, have a trained service specialist give your furnace a professional check-up annually. The following checklist can be used as a guideline to proper service.

- Inspect all flue gas passages, burners, pilot, heat exchangers, coupling box(es), and inducer assembly.
- Inspect all combustion and ventilation air passages and openings, including combustion air and vent pipe terminations outside the structure.
- Check gas pipes leading to and inside of your furnace for leaks.
- Inspect, clean, and lubricate the blower, blower motor, and wheel as required.
- Inspect and change or clean air filter(s) if necessary.
- Inspect all supply- and return-air ducts for obstructions, air leaks, and insulation. Remedy any problem when necessary.
- Inspect electrical wiring, connections, and components for loose connections.
- Perform an operational checkout to determine whether your furnace is working properly and if it requires adjustments.
- Inspect all condensate tubes and connections, condensate trap assembly, and drain for leaks.

BEFORE YOU REQUEST A "SERVICE CALL"

If your furnace is not operating or not performing properly, you may save the expense of a service call by checking a few things yourself before calling for service.

FOR INSUFFICIENT AIRFLOW:

- Check for dirty air filter(s).
- Check for blocked return-air or supply-air grilles throughout your home.

If problem still exists, call your dealer for service.

WHEN FURNACE FAILS TO OPERATE:

Follow this checklist step by step, advancing to the next one only if furnace fails to start.

- Check thermostat for proper temperature.
- Thermostat switch on HEAT?
- Check fuses and circuit breakers.
- Blower door properly in place?
- Manual shut-off valve in gas supply pipe in open position? (Follow startup procedures if you open gas valve.)

NOTE: Turn OFF the electrical power supply and remove access doors before continuing with checklist.

- Control knob on gas valve in ON position? (Follow startup procedures if you must reset knob to ON.)
- **DNFLOW FURNACE ONLY:** Check the manual-reset auxiliary limit switch located on the blower housing. See Figure 4. If the blower motor fails, this switch will shut off the furnace. Reset it by pushing the button on the switch. If it trips again, turn off the furnace and call for service.

If your furnace still fails to operate, call your service representative.

Bryant, Day & Night, Payne Brands

FOR SERVICE OR REPAIR, FOLLOW THESE STEPS IN ORDER:

FIRST: Contact the installer. You may find his name on the product or in your User's Manual. If his name is not known, call your builder if yours is a new residence.

SECOND: Contact the nearest distributor. (See telephone yellow pages.)

THIRD: Contact:
BDP
Consumer Relations
P.O. Box 4952
Syracuse, New York 13221-4952
Phone: 1-800-428-4326 (TOLL FREE) from USA.
1-315-432-7885 from Canada.

Model No. _____

Unit Serial No. _____

Date of Installation _____

Installed by _____

Name of Owner _____

Address of Installation _____

DELUXE GAS-FIRED CONDENSING FURNACE LIMITED WARRANTY

ONE-YEAR WARRANTY—CARRIER CORPORATION (hereinafter referred to as "COMPANY") warrants to the original purchaser that this product will be free from defects in material and workmanship for a period of one year from the date of original installation (whether or not actual use begins on that date). At the COMPANY'S sole option, a new or remanufactured part will be provided without charge to replace any defective part.

THIS WARRANTY DOES NOT INCLUDE LABOR OR OTHER COSTS incurred for diagnosing, repairing, removing, installing, shipping, servicing or handling of either defective parts or replacement parts. Such costs may be covered by a separate warranty provided by the installer.

EXTENDED WARRANTY ON HEAT EXCHANGER ONLY

A. LIFETIME WARRANTY

Beginning on the date of original installation, the COMPANY warrants to the original purchaser, during his or her lifetime, that the heat exchanger will be free from defects in material and workmanship, provided, however, this warranty shall apply only to the original installation of the furnace in a single family dwelling (i.e., where the furnace services only one dwelling unit) used without interruption by the purchaser as his or her principal residence.

B. 20-YEAR WARRANTY

Where the owner of the dwelling is not the original purchaser and in multi-family dwellings (i.e., where the furnace services more than one dwelling unit) and in non-residential and other applications, the COMPANY warrants the heat exchanger against defects in material and workmanship for a period of twenty years from the date of original installation.

In order to fill this warranty obligation in A or B above, the COMPANY will, at its sole option, provide a new heat exchanger without charge, or allow a credit in the amount of the then current retail selling price of an equivalent heat exchanger toward the purchase price of a new BRYANT, DAY & NIGHT or PAYNE furnace.

WARRANTY CONDITIONS

1. These warranties apply only to products in their original installation location and become void upon reinstallation.
2. Installation, use, care, and maintenance must be normal and in accordance

with instructions contained in the owner's manual and the COMPANY service information.

3. Defective parts must be returned to the distributor at purchaser's expense for credit.

LIMITATIONS OF WARRANTIES—ALL IMPLIED WARRANTIES (INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY) ARE HEREBY LIMITED IN DURATION TO THE PERIOD FOR WHICH THE LIMITED WARRANTY IS GIVEN. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE MAY NOT APPLY TO YOU. THE EXPRESSED WARRANTIES MADE IN THIS WARRANTY ARE EXCLUSIVE AND MAY NOT BE ALTERED, ENLARGED, OR CHANGED BY ANY DISTRIBUTOR, DEALER, OR OTHER PERSON WHATSOEVER.

ALL WORK UNDER THE TERMS OF THIS WARRANTY SHALL BE PERFORMED DURING NORMAL WORKING HOURS. ALL REPLACEMENT PARTS, WHETHER NEW OR REMANUFACTURED, ASSUME AS THEIR WARRANTY PERIOD ONLY THE REMAINING TIME PERIOD OF THIS WARRANTY.

THE COMPANY WILL NOT BE RESPONSIBLE FOR:

1. Normal maintenance as outlined in the installation and servicing instructions or owners manual including filter cleaning and/or replacement and lubrication.
2. Damage or repairs required as a consequence of faulty installation, misapplication, abuse, improper servicing, unauthorized alteration or improper operation.
3. Failure to start due to voltage conditions, blown fuses, open circuit breakers or other damages due to the inadequacy or interruption of electrical service.
4. Damage as a result of floods, winds, fires, lightning, accidents, corrosive environments or other conditions beyond the control of the COMPANY.
5. Parts not supplied or designated by the COMPANY, or damages resulting from their use.
6. COMPANY products installed outside the continental U.S.A., Alaska, Hawaii and Canada.
7. Electricity or fuel costs or increases in electricity or fuel costs from any reason whatsoever including additional or unusual use of supplemental electric heat.
8. ANY SPECIAL INDIRECT OR CONSEQUENTIAL PROPERTY OR COMMERCIAL DAMAGE OF ANY NATURE WHATSOEVER. Some states do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

IMPORTANT: Complete, detach and mail immediately for . . .

PRODUCT REGISTRATION

THE FEDERAL CONSUMER PRODUCT SAFETY ACT REQUIRES THAT YOU BE NOTIFIED OF ANY RECALLS INVOLVING THIS PRODUCT. YOUR NAME AND ADDRESS AND THE MODEL AND SERIAL NUMBERS OF YOUR PRODUCT WILL ASSIST US IN NOTIFYING YOU SHOULD THE NEED ARISE.

Your warranty coverage is not dependent upon the return of this card.

1. 1. Mr. 2. Mrs. 3. Ms. 4. Miss

Name (First/Initial/Last)

Street

City

State

Zip

MODEL NO. (Copy from rating plate on unit)

SERIAL NO.

2. DATE INSTALLED Mo. Day Yr.

3. What brand did you purchase?

1. Bryant

2. Day & Night

3. Payne

4. What product did you purchase?

1. Central air conditioner

2. Gas furnace

3. Oil furnace

4. Electric furnace

5. When did you acquire your product?

1. Upon purchase of new dwelling

2. To replace an older system manufactured by our company

3. To replace an older system manufactured by a competitor

4. Within a year of buying new dwelling with no central air system

5. 2-4 years after buying dwelling with no central air system

6. Over 4 years after buying dwelling with no central air system

6. If this was a replacement product, how old was the original?

1. 1-5 years

2. 6-8 years

3. 9-11 years

4. 12-14 years

5. 15-17 years

6. 18 & over years

7. Your product is installed in?

1. Single family/Townhouse

2. Multi-family: 2-4

3. Mobile home

4. Apartment: 1-3 floors

5. Apartment: 4 + floors

6. Office/Bank

7. Store

8. Hospital/School

9. Manufacturing building

10. Other

8. What 2 factors most influenced your purchase?

1. Our reputation

2. Friend's recommendation

3. Contractor/Dealer's recommendation

4. Price

5. Energy efficiency

6. Ready availability

7. Radio ads

8. T.V. ads

9. Newspaper ads

10. Magazine ads

11. Dealer display

14. For your primary residence, do you:

1. Own a house?

2. Rent a house?

3. Own a townhouse/condominium?

4. Rent an apartment?

15. Which of the following types of credit cards do you use?

1. Travel/Entertainment (American Express, Diners Club, Carte Blanche)

2. Bank (Master Charge, Visa)

3. Gas, department store, etc.

16. What is your occupation? (check one)

1. Professional/Technical

2. Upper Mgt./Administrator

3. Sales/Service/Middle Mgt.

4. Clerical/White Collar

5. Craftsman/Blue Collar

6. Student

17. Which of the following interests and hobbies do you and your family enjoy?

1. Tennis

2. Golf

3. Snow Skiing

4. Running/Jogging

5. Camping/Hiking

6. Hunting/Shooting

7. Fishing

8. Bicycling

9. Racquetball

10. Sailing/Boating

11. Stamp/Coin Collecting

12. Motorbiking/Motorcycling

13. Home Video Games

14. Physical Fitness/Exercise

15. Home Video Recording

16. Recreational Vehicle/4-WD Photography

17. CB Radio

18. Home Workshop/Dot-Yourself

19. Gardening/Plants

20. Electronics

21. Sewing/Needlework

22. Automotive Work

23. Crafts

24. Collectibles/Collections

25. Art & Antiques

26. Stereo Music Equipment

27. Foreign Travel

28. Attending Cultural/Arts Events

We appreciate your taking the time to complete this card; the information provided will help us serve you better in the future. We participate in a multi-company program whereby you can receive information about new products, developments, trends, etc. related to the interest areas and other information you have indicated above. Please check here if you would prefer not to learn about such products and services.

Other comments & suggestions about our product:

17. Which of the following interests and hobbies do you and your family enjoy?

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2. Golf

3. Snow Skiing

4. Running/Jogging

5. Camping/Hiking

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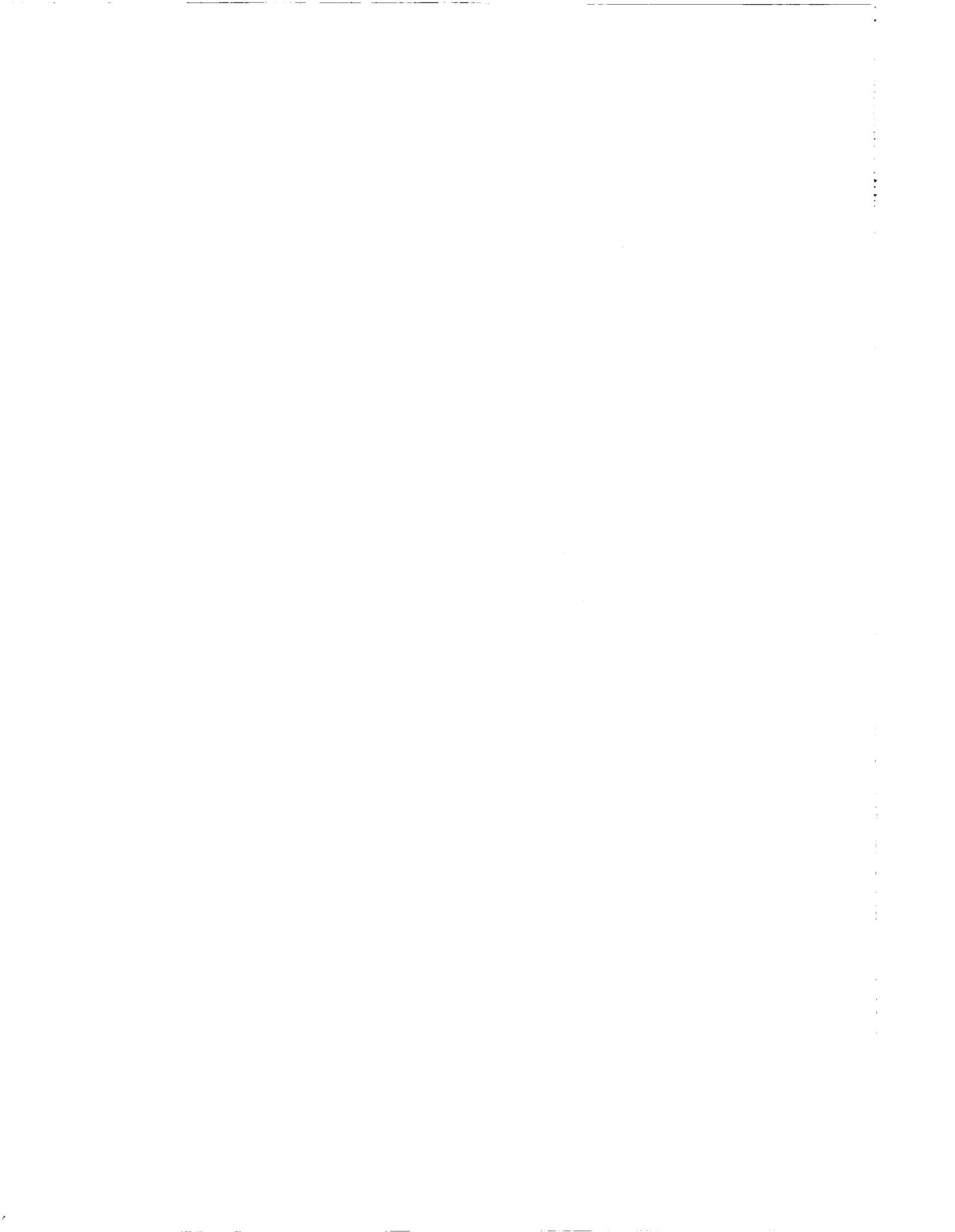
27. Foreign Travel

28. Attending Cultural/Arts Events

Fold Here

PLACE
FIRST
CLASS
STAMP
HERE

BDP
Product Registration Center
P.O. Box 17686
Denver, Colorado 80217



bryant

day & night

Payne